

Secure Correspondence IHCP Provider Healthcare Portal

Indiana Health Coverage Programs
DXC Technology
Annual Provider Seminar – October 2019



Agenda

- Benefits of Secure Correspondence
- Access Secure Correspondence
- Functions
- Utilizing Secure Correspondence
- Helpful Tools
- Questions



Benefits of Secure Correspondence



Benefits of Secure Correspondence

Say **NO** to paper

- Paper is less efficient
- Paper takes more time
 - Have wait time for postal service
 - Must be scanned after being received
- Documents may be out of order or not labeled correctly
- No tracking method is available
- Postage costs are incurred
- Inquiries require a response in writing via mail



Benefits of Secure Correspondence

Secure correspondence can be directed to different business units at DXC:

- Finance
 - Check inquiries
 - Remittance Advice (RA) inquiries
- Administrative review
- Claim appeal
- Benefit coverage inquiries
- Provider enrollment inquiries
- IHCP Provider Healthcare Portal assistance
- Third-party liability (TPL) updates



NOT for prior authorization (PA) inquiries, updates, or requests!



Access to Secure Correspondence



Access to Secure Correspondence

Log in to Portal – Access will be automatic for providers



The screenshot shows the 'INDIANA MEDICAID for Providers' portal. At the top, there is a green header with the title 'Access to Secure Correspondence'. Below this, a navigation bar includes links for 'My Home', 'Eligibility', 'Claims', 'Care Management', and 'Resources'. The main content area features a 'WELCOME HEALTH CARE PROFESSIONAL!' message, a large image of two healthcare professionals, and a sidebar with user details and provider information. On the right, there are links for 'Contact Us', 'Notify Me', and 'Secure Correspondence', with the latter being highlighted by a red box.

INDIANA MEDICAID *for Providers*

Contact Us | FAQs | Logout

My Home | Eligibility | Claims | Care Management | Resources

My Home

User Details

Welcome

- My Profile
- Manage Accounts

Provider

Name

Provider ID

- Disenroll
- Provider Profile
- Provider Maintenance

WELCOME HEALTH CARE PROFESSIONAL!



[Contact Us](#)

[Notify Me](#)

[Secure Correspondence](#)

We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and

Access to Secure Correspondence

Access must be granted to delegates

- Manage Accounts



The screenshot shows the Indiana Medicaid for Providers website. The header features the Indiana Department of Health logo and the text "INDIANA MEDICAID for Providers". Navigation links include "Contact Us", "FAQs", and "Logout". A green navigation bar contains links for "My Home", "Eligibility", "Claims", "Care Management", and "Resources". The main content area is titled "WELCOME HEALTH CARE PROFESSIONAL!". On the left, a sidebar menu includes "User Details" (with sub-links "My Profile" and "Manage Accounts", the latter highlighted with a red box), "Provider" (with sub-links "Disenroll", "Provider Profile", and "Provider Maintenance"), and "Name". On the right, there are "Contact Us" and "Notify Me" buttons. A central image shows two healthcare professionals in white coats looking at a screen. Below the image, a paragraph states: "We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and".

INDIANA MEDICAID for Providers

Contact Us | FAQs | Logout

My Home Eligibility Claims Care Management Resources

My Home

User Details

Welcome

My Profile

Manage Accounts

Provider

Name

Provider ID

Disenroll

Provider Profile

Provider Maintenance

WELCOME HEALTH CARE PROFESSIONAL!

Contact Us

Notify Me

We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and

Access to Secure Correspondence

Select the functions that the delegate is authorized to access.
(At least one function must be selected)

***Functions**

- ☒ Care Management - Submit Resubmit Authorization
- ☒ Care Management - View Authorization
- ☒ Claim - Inquiry
- ☒ Claim - Submit and Resubmit
- ☐ Disenroll
- ☐ Manage Delegate Accounts
- ☐ MAPIR
- ☒ Member Focus Viewing
- ☐ Notification of Pregnancy Inquiry
- ☒ Payment History - Inquiry
- ☒ Provider Maintenance
- ☐ Provider Profile Inquiry
- ☒ Revalidation
- ☒ Secure Correspondence
- ☒ Submit RCP Referral to Lock-In List
- ☒ Verify Eligibility

Submit

Cancel



Functions



Functions

- Secure correspondence is a safe way to transmit sensitive personally identifiable information (PII) and protected health information (PHI)
 - Only you (and DXC) can see your messages
 - Attachments can be uploaded with messages
 - This feature is used exclusively for communication between Portal users and DXC business units
 - The message will be reviewed and responded to by a DXC business unit within 7-10 business days
 - You will receive an email informing you that a secure correspondence message has been addressed, and a response to the message is ready to be reviewed
 - This email includes a link to the Portal, so you can log in to the Portal to view the response message
 - All messages are displayed and can be sorted by status, subject, message category, and date opened/closed
- Messages are service-location specific
 - The messages must be viewed under the same location they are submitted



Functions

Secure Correspondence - Create Message

[Back to Message Box](#) ?

Enter your correspondence information below and click the **Send** button to send the correspondence or click **Cancel** to return to Secure Correspondence Message - Box

* Indicates a required field.

*Subject

*Message Category

*Email Address

*Confirm Email Address

Member ID

Claim Number

Date of Service To

Medicaid Paid Amount

Paid Date

Provider/Facility

*Message

Banking/Financial/RA Inquiry
Claim Administrative Review Request
Claim Appeal
Claim Inquiry
Coverage Inquiry
Enrollment Inquiry
Portal Assistance
TPL Update
Other

- Complete as much information as possible
- Add attachments if necessary
- All fields with a "*" are required

The following types of files are allowed to be uploaded: pdf, bmp, gif, jpg, jpeg, tiff, tif, png
Size limit for attachments is 5MB.

Attachments

Click the **Remove** link to remove the entire row.


#	Transmission Method	File	Control #	Attachment Type	Action
Click to add attachment.					


Send

Cancel





Functions

*Email Address 



*Confirm Email Address 

Member ID

Claim Number

Date of Service   To

Medicaid Paid Amount

Paid Date  

Provider/Facility

*Message

- The email must be valid
- Updates can be made under *My Profile* on the Portal

Provide complete and accurate details with enough information to fully explain the reason for the inquiry



Functions

Message box will list submitted correspondence, the status, date opened, and date closed

Secure Correspondence - Message Box					Back to My Home ?
Access your messages by selecting the individual subject line. Whenever a new message is sent, a confirmation e-mail precedes the request. For additional queries please contact us.					Create New Message
					Total Records: 2
Status	Subject	Message Category	Date Opened ▼	Date Closed	
Closed	Termed TPL Coverage	TPL Update			
Closed	Prior Authorization				

Message can be viewed by selecting the link under the subject

Status	Subject
Closed	Termed TPL Coverage

Response: Dear Provider. Thank you for your secure correspondence inquiry to the Indiana Health Coverage Programs (IHCP) via the Provider Portal.



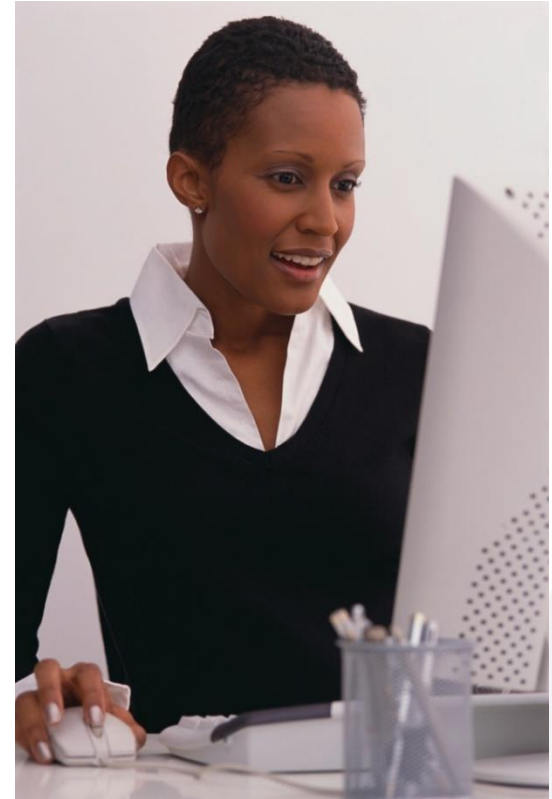
Using Secure Correspondence



Using Secure Correspondence

Examples of what **IS** appropriate to submit through secure correspondence:

- Inquiries on paid claims
- National Correct Coding Initiative (NCCI) edits
- Coverage inquiry
- TPL update
- Administrative review



Using Secure Correspondence

Examples of what is **NOT** appropriate to submit through secure correspondence:

- Reprocess request for denied claims (non-NCCI edit)
 - Providers should submit their claims via the Portal and upload with the claim all medically necessary and filing limit documentation
- Check claim status
 - Providers should use the options available to obtain the status of their claims:
 - ❖ Portal
 - ❖ Interactive Voice Response (IVR) system at 1-800-457-4584
- Prior authorization updates or modifications
 - Providers should contact DXC, the fee-for-service (FFS) PA contractor
 - Refer to bulletin [BT201957](#) for information about the change from Cooperative Managed Care Services to DXC for prior authorization



Helpful Tools



Helpful Tools

Provider Relations Consultants



REGION	FIELD CONSULTANT	EMAIL	TELEPHONE	COUNTIES SERVED
Illinois Michigan	1 Jean Downs	INXIXRegion1@dxc.com	(317) 488-5071	Dekalb, Elkhart, Fulton, Jasper, Kosciusko, LaGrange, Lake, LaPorte, Marshall, Newton, Noble, Porter, Pulaski, St. Joseph, Starke, Steuben, Whitley Chicago, Watseka Sturgis
	2 Shari Galbreath	INXIXRegion2@dxc.com	(317) 488-5080	Allen, Adams, Benton, Blackford, Cass, Carroll, Clinton, Delaware Fountainm Grant, Howard, Hutington, Jay, Madison, Miami, Montgomery, Randolph, Tippecanoe, Tipton, Wabash, Warren, Wells, White Danville
Illinois	3 Crystal Woodson	INXIXRegion3@dxc.com	(317) 488-5324	Boonem Hamilton, Hendricks, Johnson, Marion, Morgan
Kentucky	4 Ken Guth	INXIXRegion4@dxc.com	(317) 488-5153	Clay, Crawford, Daviess, Dubois, Gibson, Greene, Knox, Lawrence, Martin, Orange, Owen, Parke, Perry, Pike, Posey, Putnam, Spencer, Sullivan, Vanderbirgh, Vermillion, Vigo, Warrick Owensboro
	5 Virginia Hudson	INXIXRegion5@dxc.com	(317) 488-5186	Bartholomew, Brown, Clark, Dearborn, Decatur, Fayette, Hancock, Henry, Jackson, Jennings, Monroe, Ohio, Ripley, Rush, Scott, Shelby, Switzerland, Union, Washington, Wayne Louisville Cincinnati, Harrison, Hamilton, Oxford
Kentucky Ohio	Judy Green		(317) 488-5026	All other out of state areas not previously listed
Team Lead	Jenny Atkins		(317) 488-5032	

Helpful Tools

IHCP website at in.gov/medicaid/providers:

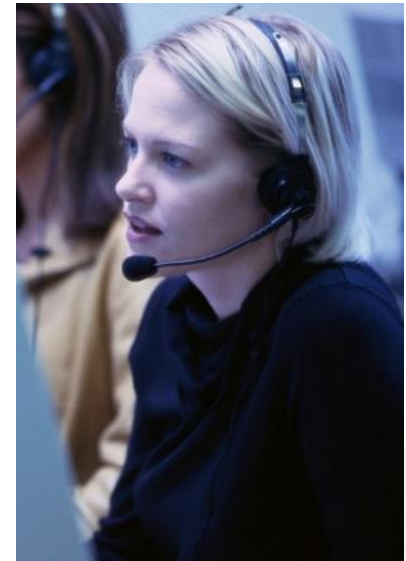
- *IHCP Provider Reference Modules*
- *Medical Policy Manual*
- Contact Us – Provider Relations Field Consultants

Customer Assistance available:

- Monday – Friday, 8 a.m. – 6 p.m. Eastern Time
- 1-800-457-4584

Secure Correspondence:

- Via the Provider Healthcare Portal
(*After logging in to the Portal, click the **Secure Correspondence** link to submit a request*)



Questions

Please review your schedule for the next session
you are registered to attend.



Session Survey - Tuesday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1049>



Session Survey - Thursday

Please use the QR code or the weblink below to complete a survey about the session you just attended. Each session has a unique survey so be sure to complete the appropriate one for each session you attend. We will be taking your feedback from this survey to improve future IHCP events.



<https://tinyurl.com/fssa1062>

